Plans & Pricing Resources

+ Create Survey

Help

You have a BASIC account | To remove the limits of a BASIC account and get unlimited questions, upgrade now!

Troubleshooting the Network by ONRC@Stanford

Market Research Edit **Design Survey Collect Responses Analyze Results**

View Summary

Browse Responses

Filter Responses

Crosstab Responses

Download Responses

Share Responses

Default Report -+ Add Report

Response Summary

Total Started Survey: 64 Total Completed Survey: 64 (100%)

Download

PAGE: 1

1. Please rate these symptoms that have appeared in your network in the last year. 5=most often, 1=least often

	5	4	3	2	1	Response
						Count
reachability problem	47.5% (29)	11.5% (7)	18.0% (11)	13.1% (8)	9.8% (6)	61
spanning tree issues	5.1% (3)	1.7% (1)	18.6% (11)	27.1% (16)	47.5% (28)	59
security policy violation	5.0% (3)	11.7% (7)	23.3% (14)	26.7% (16)	33.3% (20)	60
router CPU high utilization	7.9% (5)	22.2% (14)	33.3% (21)	20.6% (13)	15.9% (10)	63
congestion	13.3% (8)	15.0% (9)	21.7% (13)	23.3% (14)	26.7% (16)	60
forwarding loop	6.8% (4)	5.1% (3)	5.1% (3)	39.0% (23)	44.1% (26)	59
performance (throughput/latency)	29.0%(18)	25.8% (16)	21.0% (13)	9.7% (6)	14.5% (9)	62
			19.7%	18.0%	11.5%	
intermittent problem	23.0% (14)	27.9%(17)	(12)	(11)	(7)	61
broadcast/multicast storm	7.3% (4)	3.6% (2)	9.1% (5)	27.3% (15)	52.7% (29)	55
				lease spec w Response		8

answered question

skipped question 1

2. Please rank these causes you have found for the problems you identified. 5=most often, 1=least often

Response

63

3

### Protect of misconfiguration 6.9% (4) 19.0% (11) 13.8% 22.4% 37.9% 62.8% 63	protocol missonfiguration						
1.5.87 (s) 1.5.87 (s) 1.5.97 (s) 1.2 (s) 1.2 (t) 1.7 (t) 1.6 (s) 1.5	protocol miscomiguration	6.9% (4)	19.0% (11)				58
No.	ACL misconfiguration	13.8% (8)	8.6% (5)				58
### Section 1	QoS/TE misconfiguration	1.8% (1)	5.3% (3)				57
1.7% (13) 15.1% (18) 13.2% 20.8% 49.1% 60 60 60 60 60 60 60 6	hardware failure	18.6% (11)	22.0% (13)				59
attack 16.7% (10) 11.7% (7) 16.7% 25.0% 30.0% 60 software upgrade 7.0% (4) 12.3% (7) 21.1% 13.8% 26.1% 57 external 24.2% (15) 17.7% (11) 21.0% 13.3% 26.8% 62 unknown 5.8% (3) 11.1% (6) (13) (13) (13) (19) 54 Solver [places specth] 5.8% (3) 11.1% (6) (13) 13.9% 26.8% 62 Unknown 5.8% (3) 11.1% (6) (13) (13) (13) (19) 54 Solver [places specth] 5 Response Percent Count of problems? 7 Would you like us to help you run the tool in your network problems? 7 Would you like to share the configuration of your network under NDA so that we can run in our lab? 13.5% 51 Would you like to share the configuration of your network under NDA so that we can run in our lab? 13.5% 51 Please leave your email address if you would like to hear more from used to by yourself? 2 A. What is your role with respect to your organization's IP network? Create Chart Download 12 Response Response 12 Response 13.5% 51 Download 14. What is your role with respect to your organization's IP network? Create Chart Download 12 Response Response 12 Response 13.5% 51 Response 14. What is your role with respect to your organization's IP network? Create Chart Download 12 Response 14. What is your role with respect to your organization's IP network? Create Chart Download 12 Response Response 12 Response 13.5% 1	switch/router software bug	21.7% (13)	18.3% (11)				60
### Software upgrade 7.0% (1) 11.7% (7) (10) (15) (18) 60 ### Software upgrade 7.0% (14) 12.3% (7) 21.1% 31.6% 28.1% 57 ### External 24.2% (15) 17.7% (11) 21.0% 11.3% 25.6% 62 ### Unknown 5.6% (3) 11.1% (6) (13) (13) (19) 54 ### Unknown 5.6% (3) 11.1% (6) (13) (13) (19) 54 ### Unknown 5.6% (3) 11.1% (6) (13) (13) (19) 54 ### Software upgrade 7.0% (14) 12.3% (7) 21.0% 11.3% 35.2% ### Unknown 5.6% (3) 11.1% (6) (13) (13) (19) 54 ### Unknown 5.6% (3) 11.1% (6) (13) (13) (19) 54 ### Unknown 5.6% (3) 11.1% (6) (13) (13) (19) 54 ### Unknown 5.6% (3) 11.1% (6) (13) (13) (19) (19) 54 ### Unknown 5.6% (3) 11.1% (6) (13) (13) (19) (19) 54 ### Unknown 5.6% (3) 11.1% (6) (13) (13) (19) (13) (19) (19) 54 ### Unknown 5.6% (3) 11.1% (6) (13) (13) (19) (13) (19) (19) 54 ### Unknown 5.6% (3) 11.1% (6) (13) (13) (13) (19)	host network stack bug	1.9% (1)	15.1% (8)				53
external 24.2% (15) 17.7% (11) 21.0% 11.3% 25.8% (16) 57 external 24.2% (15) 17.7% (11) 21.0% 11.3% 25.8% (16) 62 unknown 5.6% (3) 11.1% (6) (13) (13) 24.1% 35.2% Unknown 5.6% (3) 11.1% (6) (13) (13) (19) 54 Cherciples as pacify Show Responses > 62 skipped question 2 3. How might we able to help you with your network problems? Create Chart Download Percent Count your network under NDA so that we can run in your network under NDA so that we can run in our lab? Please leave your email address if you would like to hear more from us. Show Responses 23 A. What is your role with respect to your organization's IP network? Create Chart Download 4. What is your role with respect to your organization's IP network? Create Chart Download 4. What is your role with respect to your organization's IP network? Create Chart Download 4. What is your role with respect to your organization's IP network? Create Chart Download 5.	attack	16.7% (10)	11.7% (7)				60
A companies	software upgrade	7.0% (4)	12.3% (7)				57
unknown 5.6% (3) 11.1% (6) (13) (13) (19) 54 Other (please specify) Show Responses 5 answered question 62 skipped question 2 Response Percent Response Percent Response Percent Would you like us to help you run the tool in your network 13.5% 7 Would you like to share the configuration of your network under NDA so that we can run in our lab? 13.5% 7 Would you like to run the tool in your network 98.1% 51 Please leave your email address if you would like to hear more from us. Show Responses 23 Asswered question 52 skipped question 52	external	24.2% (15)	17.7% (11)				62
Other (please specify) Show Responses 5 answered question 62 skipped question 2 3. How might we able to help you with your network problems? Create Chart Download Response Percent Count Would you like us to help you run the tool in your network under NDA so that we can run in our lab? Would you like to run the tool in your network by yourself? 98.1% 51 Please leave your email address if you would like to hear more from us. Show Responses 23 Answered question 52 skipped question 12 4. What is your role with respect to your organization's IP network? Create Chart Download	unteranio	F 60/ (2)	44.40/.(6)				5.4
answered question 62 skipped question 2 3. How might we able to help you with your network problems? Create Chart Download Response Response Percent Count Would you like us to help you run the tool in your network 13.5% 7 Would you like to share the configuration of your network under NDA so that we can run in our lab? 7 Would you like to run the tool in your network 98.1% 51 Please leave your email address if you would like to hear more from us. Show Responses 23 answered question 52 skipped question 12 4. What is your role with respect to your organization's IP network? Create Chart Download Response Response	unknown	5.6% (3)	11.1% (6)				
3. How might we able to help you with your network problems? Create Chart Download Response Percent Count Would you like us to help you run the tool in your network Pour network Nould you like to share the configuration of your network under NDA so that we can run in our lab? Would you like to run the tool in your network Please leave your email address if you would like to hear more from us. Show Responses Please leave your email address if you would like to hear more from us. Show Responses Answered question 12 4. What is your role with respect to your organization's IP network? Create Chart Download Response Response Response				Show Responses			
3. How might we able to help you with your network problems? Response Response Percent Count Would you like us to help you run the tool in your network under NDA so that we can run in our lab? Would you like to share the configuration of your network under NDA so that we can run in our lab? Please leave your email address if you would like to hear more from us. Show Responses Please leave your email address if you would like to hear more from us. Show Responses 4. What is your role with respect to your organization's IP network? Create Chart Download Response Response							62
Would you like us to help you run the tool in your network Would you like to share the configuration of your network under NDA so that we can run in our lab? Would you like to run the tool in your network by yourself? Please leave your email address if you would like to hear more from us. Show Responses 23 Please leave your email address if you would like to hear more from us. Show Responses 4. What is your role with respect to your organization's IP network? Create Chart Download Response Response				SKI	pea questi	on	2
Would you like to share the configuration of your network under NDA so that we can run in our lab? Would you like to run the tool in your network by yourself? Please leave your email address if you would like to hear more from us. Show Responses answered question \$23\$ 4. What is your role with respect to your organization's IP network? Create Chart Download Response Response	3. How might we able to help you with you	r network prob	olems?	3nip			
your network under NDA so that we can run in our lab? Would you like to run the tool in your network by yourself? Please leave your email address if you would like to hear more from us. Show Responses answered question \$ 23 4. What is your role with respect to your organization's IP network? Create Chart Download Response Response	3. How might we able to help you with you	r network prob	olems?	- Snip	Creat	te Chart onse	Download Response
Please leave your email address if you would like to hear more from us. Show Responses answered question skipped question 12 4. What is your role with respect to your organization's IP network? Create Chart Download Response Response	Would you like us to help you run the tool in	r network prob	olems?	anı	Creat	te Chart onse nt	Download Response Count
answered question 52 skipped question 12 4. What is your role with respect to your organization's IP network? Create Chart Download Response Response	Would you like us to help you run the tool in your network Would you like to share the configuration of your network under NDA so that we can run in		olems?	Snip	Creat	te Chart onse ent 13.5%	Download Response Count
skipped question 12 4. What is your role with respect to your organization's IP network? Create Chart Download Response Response	Would you like us to help you run the tool in your network Would you like to share the configuration of your network under NDA so that we can run in our lab? Would you like to run the tool in your network		olems?	ani,	Creat	te Chart onse ont 13.5%	Download Response Count 7
4. What is your role with respect to your organization's IP network? Create Chart Download Response Response	Would you like us to help you run the tool in your network Would you like to share the configuration of your network under NDA so that we can run in our lab? Would you like to run the tool in your network by yourself?				Creat Respo	te Chart onse int 13.5% 13.5% 98.1% from us.	Download Response Count 7 7
Response Response	Would you like us to help you run the tool in your network Would you like to share the configuration of your network under NDA so that we can run in our lab? Would you like to run the tool in your network by yourself?			would like to	Respi Perce	te Chart onse int 13.5% 13.5% 98.1% from us.sponses	Download Response Count 7 7 51
	Would you like us to help you run the tool in your network Would you like to share the configuration of your network under NDA so that we can run in our lab? Would you like to run the tool in your network by yourself?			would like to	Responder Perce	te Chart onse ant 13.5% 13.5% 98.1% from us.sponses question	Download Response Count 7 7 51 23
Percent Count	Would you like us to help you run the tool in your network Would you like to share the configuration of your network under NDA so that we can run in our lab? Would you like to run the tool in your network by yourself?	e leave your ema	il address if you	would like to	Responder Respon	te Chart onse int 13.5% 13.5% 98.1% from us. sponses question question	Download Response Count 7 51 23 52 12
	Would you like us to help you run the tool in your network Would you like to share the configuration of your network under NDA so that we can run in our lab? Would you like to run the tool in your network by yourself? Please	e leave your ema	il address if you	would like to	Responder Market	te Chart onse ant 13.5% 13.5% 98.1% from us. sponses question question te Chart	Download Response Count 7 7 51 23 52 12 Download Response

					24.1%	
IT Administrator					24.170	13
Field Engineer					3.7%	2
Sales Engineer					7.4%	4
			0	ther (pleas		11
				Show Re	sponses	
				answered	question	54
				skipped	question	10
5. How many network-related IT tick network?	kets are generated e	very month in	your	Crea	ite Chart	Download
				Resp	onse	Response
				Perce	ent	Count
<10					20.6%	13
10-50					33.3%	21
50-100					9.5%	6
>100					36.5%	23
			O	ther (please Show Re	e specify) sponses	1
					sponses	63
				Show Re	sponses	
6. What tool are you using for trouk	oleshooting? 5=most	often, 1=leasi		Show Re	question	63
6. What tool are you using for troub	oleshooting? 5=most	often, 1=least		Show Re	question	63
6. What tool are you using for troub			often	show Re	question question	63 1 Download Response
	5	4	often 3	show Reamswered skipped	question question 1 1.6%	63 1 Download Response Count
ping	69.8%(44)	17.5% (11)	9.5% (6)	show Re answered skipped 2 1.6% (1) 3.2%	question question 1 1.6% (1) 1.6%	63 1 Download Response Count 63
ping traceroute	69.8%(44) 46.0%(29)	4 17.5% (11) 33.3% (21)	9.5% (6) 15.9% (10) 18.2%	2 1.6% (1) 3.2% (2) 34.5%	question 1 1.6% (1) 1.6% (1) 30.9%	63 Download Response Count 63
ping traceroute netperf/iperf	69.8%(44) 46.0%(29) 9.1% (5)	4 17.5% (11) 33.3% (21) 7.3% (4)	9.5% (6) 15.9% (10) 18.2% (10) 17.7%	2 1.6% (1) 3.2% (2) 34.5% (19) 9.7%	1 1.6% (1) 1.6% (1) 30.9% (17) 8.1%	63 Download Response Count 63 63
ping traceroute netperf/iperf SNMP	5 69.8%(44) 46.0%(29) 9.1% (5) 41.9%(26)	4 17.5% (11) 33.3% (21) 7.3% (4) 22.6% (14)	9.5% (6) 15.9% (10) 18.2% (10) 17.7% (11) 20.3%	2 1.6% (1) 3.2% (2) 34.5% (19) 9.7% (6)	1 1.6% (1) 1.6% (1) 30.9% (17) 8.1% (5)	63 Download Response Count 63 63 63

7. What is the expected time to fix a problem by one engineer?	Create Chart	Download
	Response	Response
	Percent	Count
<5 min	5.0%	3
5-30 min	40.0%	24
30min - 1 hour	30.0%	18
1 - 5 hour	23.3%	14
> 5 hour	1.7%	1
	answered question	60
	skipped question	4
8. How large is your network?	Create Chart	Download
	Response	Response
	Percent	Count
Small: <1k hosts	23.4%	15
Medium: 1k-10k hosts	37.5%	24
.arge: 10k-100k hosts	18.8%	12
/ery Large: > 100k hosts	20.3%	13
	answered question	64
	skipped question	C
9. What would your ideal solution tool to network debugging do for you? (Whether its difficult or impossible does not matter: just fantasize)	Create Chart	Download
	Response Percent	Response Count
Automatic test generation of test packets to check for performance and correctness problems	68.9%	42
A versioning tool by which you can return the network to any past configuration version and test	44.3%	27
Being able to follow the state of a packet and the configuration it sees (like Single Stepping n gdb)	65.6%	40
While debugging, being able to 'watch' the network for specific events of interest. Example: IP packet arrival on a particular witch from a particular host.	80.3%	49
- pr		

every link by host, user, application 59.0%	36
A monitor that alerts an admin when a previously encountered bug was triggered 49.2%	30
Other (please specify) Show Responses	8
answered question	61
skipped question	3
10. Open question: Please briefly describe your most difficult/interesting troubleshooting experience. Do you have other suggestions that we can help you troubleshoot your network?	
	Response
	Count
Show Responses	19
answered question	19

Follow Us: Facebook • Twitter • LinkedIn • Our Blog

Help: Tutorials • Answers & FAQs • Contact Support

About Us: Management Team • Board of Directors • Partners • Newsroom • Contact Us • We're Hiring

 $\textbf{Policies:} \ \, \textbf{Terms of Use} \ \, \boldsymbol{\cdot} \ \, \textbf{Privacy Policy} \ \, \boldsymbol{\cdot} \ \, \textbf{Anti-Spam Policy} \ \, \boldsymbol{\cdot} \ \, \textbf{Security Statement} \ \, \boldsymbol{\cdot} \ \, \textbf{Email Opt-Out}$

Dansk • Deutsch • English • Español • Français • 한국어 • Italiano • Nederlands • 日本語 • Norsk • Português • Русский • Suomi • Svenska • 中文(繁體)

Use Cases • Customer Feedback • Product Feedback • Market Research • Employee Satisfaction • Performance Reviews • Healthcare Surveys • Event Planning Education Surveys • Non Profit Surveys • Phone Polling • Forms By Wufoo • SurveyMonkey Audience

Copyright © 1999-2012 SurveyMonkey